



Role of a KHIE Super User

The primary responsibilities of a KHIE Super User are maintaining your organization's user names and passwords and training your staff on KHIE's Community Record, the Virtual Health Record (VHR).

Your organization must authorize at least two **Super Users** who will be tasked with maintaining your organization's user names and passwords and/or assisting authorized users with resetting their passwords. The **Super Users** will also train your users on KHIE's Community Record.

To add or disable users and/or assist with resetting password:

Only an organization's designated super users will be able to contact KHIE's Help Desk to maintain the organization's user names and passwords. All **Super Users** will be required to provide KHIE with two items of unique identity: Super User's year of birth and Super User's mother's maiden name.

As a Super User, you will be required to manage your organization's user names and passwords by maintaining the KHIE User Spreadsheet. You will be required to contact KHIE's Help Desk at (877) 222-3218:

- a. should technical issues occur;
- b. when it is necessary to disable a user name and/or reset a password; and/or
- c. in the event a user has been locked out.

You will be asked to provide your two items of unique identity so that the Help Desk will recognize you as an authorized Super User.

While passwords will frequently require resetting, it is only in extraordinary circumstances that any change to a **user name** is required, such as when a name changes as a result of marriage. When a request to change a user name does occur, notify the Help Desk to begin the process. **User name changes** require approval by the Deputy Executive Director of KHIE.

In the event that it is necessary to add or disable a **Super User**, an **existing Super User** will be required to submit the new Super User's information to KHIE, using KHIE's designated spreadsheet. The Super User will be required to provide the new Super User's name, identification (two items of unique identity), and an effective start date.

Training on KHIE's Community Record

As a Super User, you will also train the rest of the organization's authorized users on KHIE's Community Record, the Virtual Health Record (VHR). You will be given hands-on training from KHIE's

training team and you will also receive written materials to assist you with your training. It will be necessary for you to assist the new users in obtaining their user names and passwords and instruct them how to change their temporary password and set their new password.

Criteria for setting passwords

Passwords are case sensitive. Remember exactly how you type it and do not share it with other users.

To change your password:

- a. type in your old or temporary password
- b. type in the new one exactly the same way both times
- c. select the 'Change' button to implement the new password.

Password must be at least 6 characters long and should contain a mix of numbers, upper & lower case letters, and special characters, such as !, %, #, @, \$.

The asterisk (*) and semi colon (;) are not acceptable special characters.